



**North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities and Substance Abuse Services**

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Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Richard J. Visingardi, Ph.D, Director

TO: Area Directors
FROM: Flo Stein, Chief, Community Policy Management Section
RE: Quarterly Reporting of Critical Incidents, Deaths and Use of Restraints and Seclusion
DATE: November 3, 2003

As required by 10A NCAC 27G.0600, Area Authority and County Program Monitoring of Facilities and Services, the Area Authority/County Program must review all Critical Incident and Death Reports received from service providers in their catchment areas. The rules also require that you submit to DMH/DD/SAS a quarterly report of your review that contains identification of trends and a description of how this information is used in your Quality Improvement process to improve the quality of care delivered.

As required by 10A NCAC 27 E.0104 (18), the facilities are to collect and report the data to the Area Authority/County Program on the use of seclusion and restraint. Each Area Authority/County Program is required to analyze this information and report it to DMH/DD/SAS.

Attached is an electronic file template in WORD containing a printable form for reporting the number of critical incidents by type as well as the instructions for using the form. You may complete the form on paper or electronically. We would also like to know the number of providers who reported incidents or deaths during the reporting period. There is a place on the attached form for you to report the number of times restraints and seclusion were used, as reported to you by the facilities providing services to your MH/DD/SAS consumers. In addition, we are asking that you report how you are using the Critical Incident and Death Reporting information data as well as the use of restraints and seclusion data. Trends or patterns you might identify may include type, frequency, severity of incident, the provider involved, and where the incidents occurred. The MH/DD/SAS Quality Management team will analyze the data you submit and send you a report that will enable you to compare your data with that of the other Area Authorities and County Programs as well as the state averages.

All Critical Incident and Death Reports received by your agency must be reviewed as they are received. You should be analyzing the restraint and seclusion data you receive on a monthly basis as well. The quarterly review is to be done every three months. The first quarterly report for fiscal year 2003-2004 will cover July, August and September, 2003 and is to be submitted to the Division no later than November 20, 2003. Subsequent quarterly reports will be due: January 20, 2004; April 20, 2004 and, July 20, 2004.



Please email, mail or fax the Quarterly Reports to:

Candy Helms
Quality Management Team
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Cc: Secretary Carmen Hooker Odom
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